MITEL NETWORKS

5550 | IP Console

USER GUIDE

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Mitel Networks 5550 IP Console User Guide
Release 2.0
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This Class B digital apparatus complies with Canadian standard ICES-003.

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- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Note: Changes or modifications not expressly approved by Mitel Networks Corporation may void the user's right to operate the equipment.

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is given.

Mitel Networks / 5550 IP Console

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Complies with EN55022, EN55024, EN60950.

Note: This is a Class B product.

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These notices appear on the product and in the technical documentation:

WARNING Warning indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.

CAUTION Caution indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury and/or damage to the equipment or property.

Symbols

These symbols appear on the product:

The exclamation point within an equilateral triangle indicates that important operating and maintenance (servicing) instructions are included in the literature accompanying the product.

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Getting Started

Introduction

The Mitel Networks™ 5550 IP Console is an attendant console and administration application for the Mitel Networks 3300 Integrated Communications Platform (ICP). It features a specialized keypad and an intuitive user interface for smooth, efficient call handling.

A note about feature availability

The features available on your telephone system (i.e. Mitel Networks 3300 Integrated Communications Platform) are automatically turned on.

Before you begin using the console

Take a few minutes to explore this guide — it contains all the information you need to operate the Mitel Networks 5550 IP Console.

The first section introduces you to the console. You will learn about the console keypad and what the Function keys on the computer keyboard do. You will also learn about the console screen and how to interpret the information it displays.

If any problems occur while you are using the console, contact your communications department for assistance.

Conventions used in this guide

Throughout this guide, the fixed-function keys and firmkeys (both key types are explained later in this section) are in bold type—for example, **Answer** or **Release**.

Softkey commands that appear on your screen and correspond to the Function keys (F1, F2, F3, etc.) at the top of your keyboard are shown in brackets— for example, **[Source]** or **[Destination]**. See page 8 for more information about softkeys.

Console Components

Your 5550 IP Console consists of a personal computer (PC) with monitor, a standard computer keyboard, a keypad, a mouse and a handset with cradle.

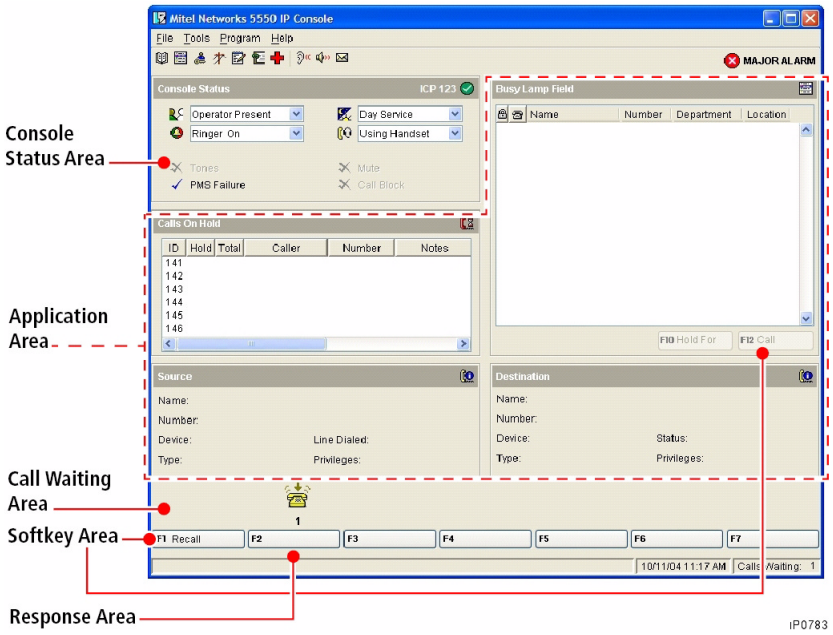
EE0525

The monitor displays call-handling prompts and call status information. Use the keypad for all call-handling functions, including dialing. The handset (or optional headset) is for talking with callers.

You use the computer keyboard to find entries in the Phone Book or to type in the Scratch Pad or Bulletin Board. The Function keys (F1, F2, F3, etc.) at the top of the keyboard execute the softkey commands that appear on the screen.

Console Screen

The 5550 IP Console screen is divided into five areas:



- The **Console Status area** shows you at a glance what state the console and the system are in —for example whether the console ringer is on or off and whether the system is in Day or Night Service.
- The **Application area** is divided into four sections: The top left section displays information about calls on hold; the top right, a Phone Book for finding users on the system and other tools such a Busy Lamp Field for obtaining the status (busy, idle, etc.) of selected extensions and for rapid dialing and call transfer to those extensions. The bottom two areas display information on the *Source* (calling party) and *Destination* (called party) of all calls handled by the console. The *Source* area also shows the line on which you answered the call. The *Destination* area also shows call forwarding information.

The information displayed in the *Source* and *Destination* areas includes the name of the party, extension or trunk number or trunk label, type of extension, status of call (e.g., ringing), privileges assigned to the trunk or extension, and the type of call (e.g., Conference, Recall, Serial).

- The **Call Waiting area** displays an icon ( ) as a visual indication of incoming calls. The icon appears above the softkey that is used to answer the call. You can tell how many calls are waiting by the color of the icon: yellow ( ) for one call; blue ( ) for two calls and red ( ) for three or more calls.
- The **Softkey areas** at the bottom of the screen and above the *Destination* area (i.e. in the Phone Book) display the Softkey commands. The commands correspond to the Function keys on the computer keyboard. See the next section for more information on the Softkeys.
- The **Response area** at the bottom of the screen displays the date and time, the number of calls waiting to be answered, and messages received from the system.

Questions about Resilient Talk State

What is Resilient Talk State?

Resiliency gives your network the ability to handle calls and provide voice mail service in the event of a 3300 ICP system failure or a network-level failure. When a failure occurs, the 5550 IP Console goes into "Resilient Talk State" while it attempts to switch to a secondary 3300 ICP. All calls in talk state at the time of failure are remain connected to the console. You will know that the console is in Resilient Talk State by the presence of icons (described below) in the Console Status area.

What is "fail over"?

"Fail over" occurs when the 5550 IP Console is in the process of connecting to a secondary or alternate 3300 ICP following a system failure. Note that call handling features such as Hold, Transfer, Conference and Page are not available during "fail over". Once "fail over" is complete, call handling features become available once again.

What does in the Console Status area signify?

The console is connected to the primary 3300 ICP and operating normally.

What does in the Console Status area signify?

The console is connected to an alternate or secondary 3300 ICP—not the original or primary 3300 ICP.

What does in the Console Status area signify?

Switching between 3300 ICPs is in progress. The console is in "fail over" state.

What does in the Console Status area signify?

Repeated attempts to connect to a primary or secondary 3300 ICP have failed. The console will continue trying until a connection is established.

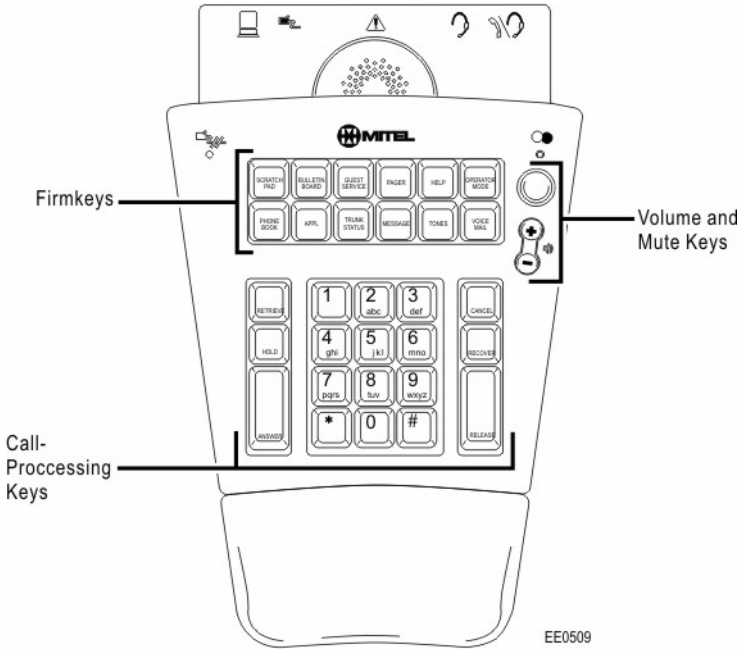
What do I do when the 5550 IP Console is in "fail over" state?

Take a message or ask the caller to call back later (fail over state usually lasts less than 30 seconds). Once the console has connected to a 3300 ICP, will appear in the Console Status area, and you will be able to resume normal operation.

Console Keypad

The console keypad is used for dialing, call processing and accessing 3300 ICP features. You can adjust the slope of the keypad and detach (or attach) it from the handset cradle.

The keys on the keypad are arranged in three groups:



Volume and Mute Keys – used to increase (+) or decrease (-) the ringer volume and the volume of the earpiece in the handset or headset. The **Mute** key turns the microphone in the headset or handset on or off.

Call-processing Keys – fixed-function keys that are used to answer and manage calls. They include Retrieve, Hold, Answer Cancel, Recover and Release.

Firmkeys -- contains programmable keys that provide access to the following console features and system services:

SCRATCH PAD	Displays an electronic notepad where you can type messages from callers, reminders, questions, or anything else you would write on notepaper. You can also use the Scratch Pad to store telephone numbers for speed dialing.
BULLETIN BOARD	Displays an area where you can type messages that can be viewed from all other 5550 IP Consoles on the system.
GUEST SERVICE	Displays room status information and softkeys for managing guest services in a Hotel/Motel installation.
PAGER	Accesses paging equipment for making announcements.
EMERGENCY CALLS	Raises an alarm at the console when an extension user places an emergency call, and identifies the extension that placed the call.
HELP	Opens Help, which provides information to help you accomplish your tasks.
OPERATOR MODE	Re-displays the main console screen.
PHONE BOOK	Allows you to find and call an extension by typing the user's name, extension number or other information.
BLF	Used to obtain the status (busy, idle, etc.) of selected extensions and lines and for rapid dialing and transfers to those extensions.
TRUNK STATUS	Displays information about trunk (outside line) usage.
MESSAGE	Displays softkeys for setting or clearing the Message Waiting indicator on the dialed extension.
TONES	Sends subsequently dialed digits as tones (used when dialing into voicemail systems.)
VOICE MAIL	Transfers a recall to an extension user's voicemail box.

Note: Some of the features shown are optional and may not appear on your console keypad. For keypad programming information, see Firmkey Programming on page 35.

Softkeys (F1 – F12)

The softkeys are the F1 to F12 keys on your computer keyboard. You use them to enter commands shown in the softkey area on the screen. The commands are not fixed to a specific softkey; instead, they change depending on the state of the call you are handling or the feature you are using. For example, when you call a busy extension, the F4 key might be used to request a Callback. At another time, the same key, F4, could be used to set up a conference call.

Handset and Cradle

The 5550 IP Console is equipped with a handset and cradle. You can adjust the slope of the cradle and detach (or attach) it from the console keypad.

Mitel Networks-approved headsets are also available for use with the console.

See page 9 for more information about using the handset or a headset.

Starting and Closing the Mitel 5550 IP Console

The 5550 IP Console starts with the operator status set to "Operator Absent." To begin receiving calls, you must change the status to "Operator Present." For more information, see page 37.

To start the 5550 IP Console

- Start Windows.
- Type your user name and password.
- Click on your Windows desktop.

To close the 5550 IP Console

- On the **File** menu, click **Exit**.

Accessing tools for system programming and maintenance

The 5550 IP Console provides access to tools used to program and maintain the 3300 ICP. Access requires authorization (i.e., a user name and password) and is usually restricted to trained technicians.

To access tools for system programming and maintenance

- On the **File** menu, click **Connect to ESM** or **Connect to OPS Manager**.

Note: OPS Manager is supported by Windows 98 and Windows 2000 operating systems only.

Questions about Starting and Closing the 5550 IP Console

What happens to incoming calls when I close the 5550 IP Console application?

If yours is the only console on the system, the system automatically switches to Night Service 1. Calls then ring night bells or another designated answering point. If there are other consoles, yours will switch to Operator Absent status when you close the application. Other answering points will receive the calls that would otherwise go to your console. For more information, see Day and Night Service on page 32 and Operator Status on page 37.

What happens to incoming calls when I minimize the 5550 IP Console window?

Calls still ring the console and can be answered by pressing the **Answer** key on the keypad. The console window will also automatically maximize if the Screen Pop option (see page 29) is enabled.

What happens to calls if my computer stops working?

Usually, a nearby extension will serve as a backup answering position in the event of a power failure or other problem that causes your computer to stop working. Calls that normally ring the console would then ring the backup extension.

Can I use other applications while the 5550 IP Console is running?

Yes, but keep in mind that having multiple applications open at the same time as the console can adversely affect its performance. If possible, try to limit your use of other applications to periods when call traffic is low.

My screen goes blank sometimes—why?

A power-saving feature built into the computer automatically reduces the screen intensity when there has been no keyboard or mouse activity for approximately two minutes. After approximately five minutes, the screen goes blank. When you press the spacebar on the keyboard, the console screen will reappear.

Adjusting the Console

The console is designed with your comfort in mind. You can make adjustments to the ringer, the language of text on the screen, the angle of the keypad, whether you want to handle calls using a handset or headset and more.

Console Ringer

To turn the console ringer on or off

- Select **Ringer On** or **Ringer Off** from the list in the *Console Status* area.

When the ringer is off, the call waiting icon () is the only indication that you have calls waiting.

To adjust the ringer volume

- While the console is ringing, press the key on the console keypad to set the volume to the level you want.

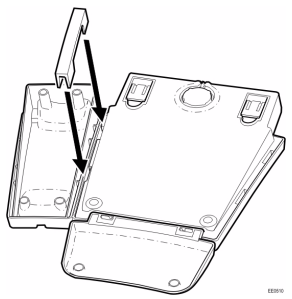
You can also use the **Options** command on the **Tools** menu to adjust the ringer volume.

Console Keypad and Handset Cradle

You can adjust the slope of the keypad and detach (or attach) it from the handset cradle. The angle of the cradle also adjusts via the hinged

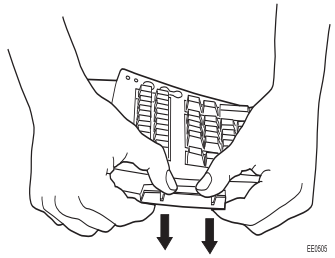
To attach the handset cradle to the console keypad

- Align the tabs on the clamp with the slots on the bottom of the keypad.
- Press to seat the tabs in the slots.



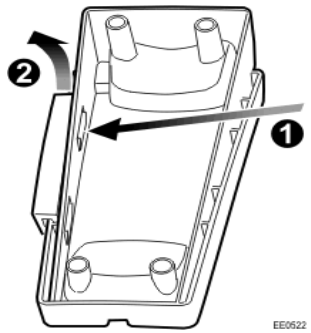
To detach the clamp from the keypad

- Grasp the keypad as shown.
- Place your thumbs along the edge of the clamp, and then press down and away from the keypad.



To detach the clamp from the cradle

- Using your finger or a tool such as a screwdriver, push against either of the tabs as shown.
- While pushing on the tab, use the other hand to twist the U-clamp upward.



WARNING: Bending your wrist while using the keypad for prolonged periods can cause physical injury. To minimize the risk of injury, adjust the slope of the keypad so that your wrist is straight.

Handset/Headset

The console keypad provides jacks for connecting a handset and a headset. One jack is labeled for headset use only, the other for either handset or headset use. Both jacks can be in use at the same time but when they are, the dual-use jack is used for listening only. (Typically, a supervisor uses the dual-use jack to monitor a new attendant during training.)

Connect Mitel Networks-approved headsets only to the keypad. For a list of approved headsets, see the 5550 IP Console Installation Guide.

The dual-use jack provides different audio levels for headsets and handsets. Use the list to indicate which one—headset or handset—is connected to the jack.

To set the dual-use jack for handset or headset operation

1. Plug the handset or headset into the dual-use jack ( ) on the back of the console keypad.
2. Select Handset or Headset from the list in the *Console Status* area.

To adjust the handset (or headset) volume during a call

- Press the key on the console keypad to set the volume to the level you want.

You can also use the **Options** command on the **Tools** menu to adjust the volume. After selecting the command (either during a call or while the console is idle) click **Audio**, and then drag the slider to set the volume to the level you want.

Unplugging the Handset or Headset

Unplugging the handset or headset from the console keypad automatically enables the other if it is plugged in. If neither is plugged in, the console changes to Operator Absent status. Or, if you are the last active attendant, the system goes into Night Service 1 mode.

Note that plugging the handset/headset back in does not change the Operator status back to Present.

Console Language

Text on the console screen can appear in English (the default), French, Spanish, Dutch, Italian, or German. You can choose the desired language during installation.

To change the console language

1. Choose **Options** on the **Tools** menu.
2. Select **Language**.
3. Select the language you want.
4. Click **Apply** or **OK**.

The change takes effect when you restart the console.

Console Time

You can use either the 3300 ICP clock or the clock in your PC as the time source for the console. Using the 3300 ICP clock is recommended since it's the time source for extensions in the system.

You should also use the 3300 ICP clock if you set wake-up calls for guests. (Setting wake-up call applies to hotel/motel systems only.)

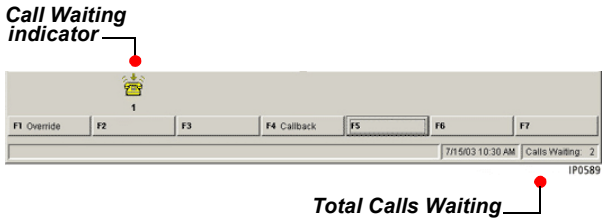
To set the console time

1. Choose **Options** on the **Tools** menu.
2. Select **Time**.
3. Select the option you want.
4. Click **Apply** or **OK**.

Call Handling Basics

Answering Calls

When a new call arrives at the console the bell rings (if it is turned on) and a call waiting icon ( ) appears above the softkey associated with the call.



You can answer calls on a "first-come, first-served basis," using the **Answer** key or use the softkeys for "selective answer." If you wish to answer the Recall first, then press the **Answer** key.

Note: You cannot answer a new call until the one you are engaged in is transferred, disconnected, or put on hold.

Answering calls on a first-come, first-served basis

With both the *Source* and *Destination* areas clear,

- Press **Answer**

  to greet the caller who was waiting the longest. Information about the call, such as the trunk name and number for an external call or the caller's name and extension number for an internal call, is displayed in the *Source* area.

Note*:* The **Answer** key has a hierarchy; recalls are answered first, then any other call in order of arrival, regardless of whether it is an internal or external call. You can assign answering priorities to calls based on the telephone number that callers dial to reach the console. For more information, see page 28.

About the Call Answering Softkeys

The call answering softkeys are assigned by your communications department to suit the types of calls your company receives.

The leftmost softkey is reserved for recalls (see Answering Recalls on page 22), but the other softkeys may be programmed in a variety of ways. For example, you might have **Dial "0"** and **"External"** to indicate whether a call is from outside the system or inside; or **WATS** or **TIE** to tell you the type of trunk the call arrived on; or you might see the department name assigned to the trunk.

You can use the softkeys to guide you when answering a call. For instance, when you see that a call is from outside the system, your company might want you to answer with a different greeting than you use for internal calls or recalls. Use the form provided on page 55 to record your company's preferred greetings.

Selectively answering calls

You can select the call you want to answer by pressing a softkey **[Recall]**, **[Dial 0]**, **[External]**, **[WATS]**, etc.) instead of the **Answer** key. If you have more than one call waiting at a particular softkey, then they will be answered on a “first-come, first-served” basis.

Use the call waiting icons ( ) in the *Call Waiting* area to help you decide which type of calls to answer first. The icon appears above the softkey associated with the various call types (external, recalls, etc.). The number below the icon shows you how many calls of a particular type are waiting. The color of the icon also indicates the number of calls waiting: yellow for one call, blue for two calls, and red for three or more calls.

In the example above, note that one internal [Dial 0] call is waiting and two external calls are waiting. If you:

- press **Answer**, you will be connected to whichever of the three calls arrived at the console first;
- press **[Dial 0]**, you will answer the internal call; or
- press **[External]**, you will answer the outside call which arrived at the console first.

Your communications department can give you instructions on which types of calls it prefers you to answer first.

Questions about Answering Calls

Why do I sometimes hear a short burst of ringing while I’m handling calls?

Either a new call has arrived or a call on hold has recalled. As you are already handling a call, the console only rings once. You may turn down your volume control if you wish. You can also turn off the bell completely by using the list in the *Console Status* area. (**NOTE**: This also turns off all other bell indications except the Critical Alarm bell.)

What does the caller hear while I'm dialing the extension number?

Once you start to dial, the caller is on Consultation Hold until you have completed dialing, established communication with the called party, and released the caller to the called party. If music on hold is provided on your system, the caller will hear music; otherwise silence

Can I answer another call while still connected to the first?

No. Before you can answer a new call, you must transfer the current call to another destination (see page 17), put it on hold (see page 19), or disconnect it from the console by pressing **Release**.

Why do extension numbers appearing in the Source and Destination area sometimes have a icon in front of them?

When it appears next to an extension, it means that the extension is designated as private. Attendants see the number of the extension on their screens; other extension users see only the user's name (if available) on their display. In the Phone Book, the icon indicates a private extension.

Dialing Telephone Numbers

You can dial an internal extension number or the number of a telephone outside the system. Either the *Source* or *Destination* areas must be clear.

To call an extension

1. Dial the extension number from the console keypad.

   Information about the extension appears in the *Destination* area. If information about an answered call is currently in the *Destination* area, that information moves to the *Source* area as soon as you start dialing.
2. Press **Release**.

   to release the call. If the extension is busy, the transferred call will automatically camp on to the line to wait until it becomes free. You can also handle the call in one of the following ways:

If the extension is busy

- Press **[Source]**

  and ask what the *Source* party would like to do. This leaves the *Destination* information displayed so that you can easily take a message and set Message Waiting on the destination extension, if required. (See Message Waiting on page 36.)

  Or
- Press **Cancel**

  to cancel the call. The caller remains in the *Source* area, but the information in the *Destination* area is lost, which makes setting Message Waiting more difficult.

  Or
- Press **[Override]**

  to intrude into the *Destination* party's call if permitted by your and the extension's Class of Service (see Override on page 37).

To call an outside number

1. Dial the External Line Access Code (_____)[1].
2. Dial the telephone number.

   Information about the outside call appears in the *Destination* area.

Leaving a Callback

You can request a Callback after reaching a busy line (extension or trunk). The system monitors the line and rings the console when the line becomes free. Note that Callbacks on outside lines are used when all system trunks are busy, not when the called party is busy.

To leave a Callback after reaching a busy line

- Press **[Callback]**.

Placing an outside call for an extension

Extension users can usually place their own calls. However, they could ask you to place a call for them. Before dialing, you may want to note the extension's COR number (see Class of Restriction on page 57). Check with your communications department for specific instructions on how to handle such requests.

To place an outside call for an extension

1. Answer the call from the extension.
2. Dial the External Line Access Code (_____)*.
3. Dial the telephone number.
4. Press **Release**

   to release the call from the console and connect the extension to the outside line.

1 Use this space to record the digits you dial to access an outside line.

Options

Other ways of dialing

You can use the following alternate ways of dialing a telephone number:

Last Number Redial – instead of redialing the number of the last outside call you placed, let the system do it for you by dialing the Last Number Redial code (_____).[1]

System Speed Call – allows you to dial a telephone number by entering a short access code. See System Speed Call on page 42.

Dial from Phone Book – useful when you don't know the full name of the person you are asked to find or you only know the person's location or department. See Phone Book on page 39.

Dial from the Busy Lamp Field (BLF) - displays a list of phones, with status icons beside them. You can use the Call button to dial any of these monitored phones. See "Busy Lamp Field (BLF)" on page 26.

Dial from the Scratch Pad – allows you to dial a telephone number you typed on an electronic notepad. See "Scratch Pad" on page 40.

Questions about Dialing Telephone Numbers

Can I access a specific trunk?

Yes, you can select a specific trunk to dial out on.

- Dial the Individual Trunk Access Code (_____).*
- Dial the trunk number. Trunk numbers can be 1 to 4 digits long.
- When you hear dial tone, continue dialing the telephone number.

If you hear busy tone, the trunk is in use. You can,

- press **[Override]** to interrupt the call in an emergency

  Or

- press **Release** or **Cancel** to release the console from the trunk.

What do I do if I make a mistake while dialing?

If you notice the mistake before you complete dialing, press **Cancel**, and then re-enter the number.

If you realize you transferred a call to the wrong extension, press **Recover** to cancel the transfer and reconnect the caller. You can only recover a call while it is still ringing at the extension to which it was originally transferred.

* Use this space to record the digits you dial to access a specific trunk.

1 Use this space to record the digits you dial to access a specific trunk.

Extending (Transferring) Calls

You can transfer a call to an extension or an outside number.

To transfer a call

1. Dial the destination number.

   The caller is automatically placed on Consultation Hold while you complete the transfer.

2. Press **Release** to connect the caller to the ringing phone.

   If the called party fails to answer within a time-out period, the transferred call (if it is an outside line) returns to the console as a Recall.

Reaching a Busy Number or an Extension with Do Not Disturb Activated

If the dialed number is busy or the extension has Do Not Disturb activated, do one of the following:

- Press **[Source]**

  to talk with the caller in *Source* without losing the *Destination* information. Tell the caller the requested number is busy and ask if the caller wants to try again later or leave a voice mail message for the busy party (see Options on the right). You can also take a message and send the busy party a message waiting indication (see Message Waiting on page 36).

  Or

- Press **Cancel** and then dial a different number

  if you think you can locate the requested party elsewhere.

  Or

- Press **[Source]**, and then **[Redial Dest]**

  to redial the same destination number

  Or

- Press **[Override]**

  to intrude into the extension user's call (if permitted by your and the extension's Class of Service. See Override on page 37.)

  Or

- Press **Release**

  to camp the caller on to the busy extension. (Camp-on is not allowed if the extension has (Do Not Disturb activated.) The extension user hears two beeps to indicate a call is waiting. When the user hangs up, the extension rings and the waiting call is automatically connected.

  Note: If there is no answer after a time-out period, the transferred call (if it is an outside line) returns to the console as a Recall.

Introducing the caller before completing the transfer

After your call is answered and you've had the chance to speak with the person privately,

1. Press **Release** to complete the transfer.

   Or

2. Press **[Source]**

   to speak privately to the party in *Source*; the party in *Destination* is on Consultation Hold. To speak privately to the party in *Destination* again, press **[Destination]**.

Transferring a call to a voicemail box

The **Voicemail** key on the console keypad allows you to transfer calls directly to an extension user's mailbox. You can use the key for transferring recalls only—that is, calls returned to the console because the extension went unanswered.

Note: This feature requires an access code, which must be entered into the console using the **Options** command on the **Tools** menu. For more information, see page 34.

You can also use the **Voicemail** key to call the Voice Mail system directly; however, after pressing the **Voicemail** key you must manually enter the Voice Mail box number. The digit required (#) to trigger the Voice Mail system to prompt for a Voice Mail box number is entered automatically.

For information on how to program the **Voicemail** key for one-button transfers to Voice Mail, see page 35.

Transferring a call to an outside number

You can request a meter pulse count for the call from the telephone company operator. Upon completion of the call, the console will ring. When you answer, the meter pulse count will display on the console screen. Ask your communications department for further information about this feature.

Questions about Transferring Calls

What do I do if the destination to which I am transferring a call is not answering?

- Press **[Source]** to reconnect the *S ource* call and retain the *Destination* information. This gives you more options to handle the call because softkeys, such as **[Redial Dest]**, remain on screen.

  Or

- Dial a different number if you think you can locate the requested party elsewhere.

  Or

- Press **Cancel** to reconnect to the Source call but clear the *Destination* information.

Do I need to press Release when answering several calls in a row?

No. If you use the **Answer** key to answer calls, pressing the key will transfer the current call to the dialed destination and connect you to the next call waiting. This only works if you have calls in both the *Source* and *Destination* areas.

What should I do if a caller wants to speak to one person, and then another?

If an outside party wants to speak with several people in a row, use the Serial Call feature (see page 41). When the outside party completes the first call, you receive a Recall and can then dial the next person's number.

Can I transfer a call to another console?

Yes, by dialing the extension number of the other console. You can transfer calls to other consoles but you cannot put another attendant on hold.

Holding and Retrieving Calls

You can place up to six callers on hold while you check for information or page the person that the caller is requesting.

To place a call on hold

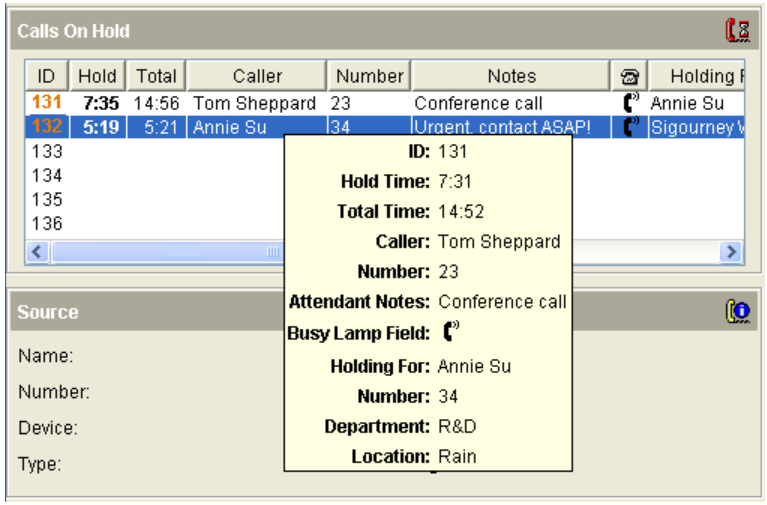
- Press **Hold**.

  Information about the call appears in the *Calls On Hold* area. This information can include:

  - Call on Hold ID
  - Hold Order, Hold Time, Total Time
  - Caller's name and number
  - Note - a field that you can use to annotate the call on hold. To edit this field, click on it and type.
  - Private Number indicator
  - Combined BLF Status and DND status
  - For Name - name of the person the caller was trying to reach
  - Number of the extension the caller was trying to reach
  - Department - the department of the person the caller was trying to reach
  - Location - the location of the person the caller was trying to reach

  Use the scroll bar along the bottom of the *Calls on Hold* area to see information that is out of view. To see all the information at once, move the mouse pointer over the call. A pop-up like the one on the right appears and remains on screen for ten seconds or until the pointer is moved away from the call.

  The Calls on Hold area is customizable. See page 31 for more information.



To retrieve a call on hold

You can retrieve a call on hold only when the *Source* and/or *Destination* area on the screen is clear.·

- Press **Retrieve**, and then dial the position number of the call (1-6) you want to retrieve.

  Or

- Press **Retrieve** and then the star key (*) on the keypad to retrieve the longest-held call.

Annotating calls on hold with called number information

Both the Phone Book search results and Busy Lamp Field areas have a button for attaching notes to calls on hold. By first selecting a call on hold, then clicking this button (or pressing F10), you will cause the system to add the name and number of the person that the caller is trying to reach, as well as the current state of that line (for example, busy) to the call record. This information helps you to keep track of multiple calls on hold, so that you can handle them more efficiently.

In the following case, the console annotates the call for you: A caller in the Source area requests a transfer but the extension is busy or not answering. By canceling the transfer, and then putting the Source call on hold, the held call is automatically annotated with extension user's name and number. If the extension is in the BLF list, then the department, location and line state are also added to the annotation.

Hold Recall

The Calls On Hold area can show two timers for each call on hold:

- The Total Time timer begins counting when you press the answer key. It indicates the total duration of the call.
- The Hold Time timer begins counting when you place the call on hold. It indicates how long the caller has been on hold. The timer is reset to zero each time the call is retrieved and placed on hold again.

The Hold and Total times are limited to 99:59 (minutes:seconds).

Calls left on hold longer than the limit determined by system programming recall the console. When a call recalls its ID and Hold values turn bold and alternate between the default colors (black or white) and orange. The Hold Time value for the calls will also turn bold. Answer the recall using the procedure for retrieving a call on hold.

Options

To connect a call on hold to the Source or Destination party

1. Press **Retrieve**.
2. Dial the position number of the call (1-6) you want to retrieve.
3. Press **[Source]** or **[Destination]** if you want to speak privately to either party.
4. Press **Release** to connect the parties and release the console from the call.

To connect two calls on hold

Be sure the *Source* and *Destination* areas are both clear.

1. Press **Retrieve**, and then dial the position number of the first call on hold.

   Information about the call appears in the *Source* area.
2. Press **Retrieve** and dial the position number of the second call on hold.

   Information about the second call appears in the *Destination* area.
3. Press **Release** to connect the parties and release the console from the call.

Questions about Hold and Retrieve

Can I place a conference on hold?

Yes. If you can't find a person needed for the conference, you can place the conference on hold until you locate the person. For more information, see page 20.

What does in the Calls On Hold area signify?

It signifies that the call was the last one placed on Hold.

What does the bold, flashing ID and bold Hold Time in the Calls On Hold area signify?

A call has been on hold past a certain length of time is recalling and requires attention. The hold time limit is determined by system programming.

Conference Calls

Up to eight parties (including yourself) may be connected to form a conference call.

To set up a conference call

- With the two parties connected to the console—one in the *Source* area and the other in the *Destination* area—press **[Conference]**.

To split a conference to speak privately to either caller

- Press either **[Source]** or **[Destination]**.

To add more parties to a conference

1. Dial the number of the next party.

   The word “Conference” and a Conference number now appear in the *Source* area, and the number of the dialed party appears in the *Destination* area.
2. Press **[Conference]**.

   The new party is added to the conference. The parties already in the conference hear a brief tone each time a party is added.

If the line is busy or unanswered or the person is unavailable

- Press **Cancel**.

  to reconnect to the conference. You may continue dialing to add more parties to the conference.

To release the console from the conference

- Press **Release**.

  Once you release the conference, you cannot re-enter it.

Options

Placing a Conference on Hold

If you can’t find someone needed for the conference, you can place the conference on hold until you are able to locate the person.

To place a conference on hold

- Press **Hold**.

  The conference is on hold. The parties in the conference can speak to each other—only you are removed from the call.

  Check on the conference periodically, because the parties in the conference cannot get in touch with you.

To retrieve a held conference

You can retrieve a conference only when the *Source* and/or *Destination* area on your screen is clear.

1. Press **Retrieve**.
2. Dial the hold number of the held conference.

Answering Recalls

If an external call transferred from the console to an extension is not answered within a certain time, the call returns to the console as a recall. The call waiting icon ( ) appears above the **[Recall]** softkey. Because Recalls are given priority, they will be answered first when you press **Answer**. You can also use the **[Recall]** softkey to answer recalls.

To answer a Recall

The *Source* and *Destination* areas must both be clear.

1. Press **[Recall]**.

   Or

2. Press **Answer**.

   You are now connected and may ask if the caller wants to continue waiting or wants you to ring another extension.

3. Depending on what the caller wants, you have several options at this point:

   - Press **[Redial Dest]** if the caller wants to continue waiting.
   - Dial another extension.
   - Press **Release** to disconnect the call.
   - Press **Voicemail** to transfer the caller to the extension's voicemail box.

Note: Serial calls will also recall the console. See Serial Call on page 41.

Recovering the Last Released Call

Use the **Recover** key on the console keypad to retrieve a call that you transferred to the wrong extension. To successfully recover the call, you must press **Recover** while the extension is still ringing. Also, you cannot have started another action, such as dialing or answering a call, following the transfer.

To retrieve the last call transferred from the console

- Press **Recover**.

Note: This feature requires an access code, which must be entered into the console using the **Options** command on the **Tools** menu. For more information, see page 34.

Advanced Features

Account Codes

An Account Code is a type of password for the system. You may need to enter an account code to access certain features or to record a call on the SMDR log for billing or accounting purposes.

To enter an Account Code

1. Dial the Verified or Non-Verified Account Access Code.

   A Verified code provides access to features; a Non-Verified Code records calls on the SMDR log.

2. Dial the Account Code, ending in #.

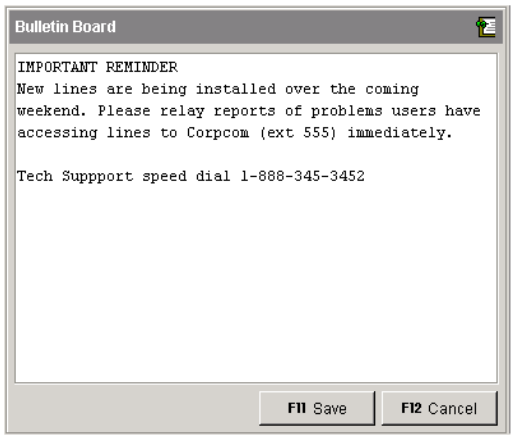
   If you make a mistake, press **Cancel** and try again.

3. Continue dialing.

For more information about Account Codes, contact your communications department.

Bulletin Board

The Bulletin Board is shared by all 5550 IP Consoles on the system. Use it to post information that you want other attendants to see and to store speed dial numbers that all attendants can access.


Bulletin Board
IMPORTANT REMINDER
New lines are being installed over the coming
weekend. Please relay reports of problems users have
accessing lines to Corpcom (ext 555) immediately.
Tech Suppport speed dial 1-888-345-3452
F11 Save
F12 Cancel

To post information on the Bulletin Board

1. Press **Bulletin Board**.
2. Press **[Edit]**.

   Only one person at a time can edit the Bulletin Board; if someone else is editing it, the Bulletin Board background will remain gray after you press **[Edit]**.

3. Type the information you want to post.
4. Press **[Save]**.

   To view the most recent changes to the Bulletin Board, press **[Refresh]**.

To dial a telephone number posted on the Bulletin Board

1. Select the telephone number using the mouse or the computer keyboard.
2. Press **[Call]** or double-click the selected number.

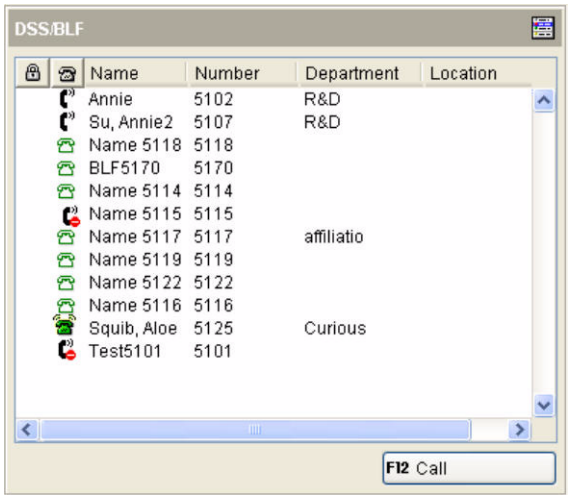
Note: Information posted on the Bulletin Board is stored in a file on your network. The actual location of the file is determined during installation of the console. If the file is moved, enter the new location, using the **Options** command on the **Tools** menu.

Busy Lamp Field (BLF)

Busy Lamp Field (BLF) is an optional feature. If available, you can use it to monitor the status of extensions and lines and for rapid dialing and transfers to those extensions. The BLF icons tell you at a glance whether an extension or line is idle, busy, ringing or in Do Not Disturb. See the following page for a list of the icons and their meanings.

If the BLF feature is unavailable—either because it was not enabled when the console was installed or because the console has lost its connection with the 3300 ICP—the ☎ icon at the top of the Status column in the BLF area will appear dimmed ( ). In addition, no BLF status icons appear next to the BLF entries, indicating that they are "Not Monitored."

Note: You can still use the BLF feature to call extensions even if the feature is disabled.



You can edit the list in the Busy Lamp Field to add and remove extensions and lines or to change their order.

To display the Busy Lamp Fleld

Use any of these methods.

- Press the **BLF** key on the console keypad. (Use the **Options** command on the **Tools** menu to program a BLF key to the keypad.)
- Click the Busy Lamp Field icon ( ) on the tool bar.
- Click the **Tools** menu followed by **Busy Lamp Field.**

Calling and Transferring Calls to Extensions in the BLF List

To dial an extension, use any of these methods

- Select an entry, then click the **Call** button
- Select an entry, then press the Enter key on the keyboard
- Double-click any entry.

To transfer a call to an extension in the Busy Lamp Field area

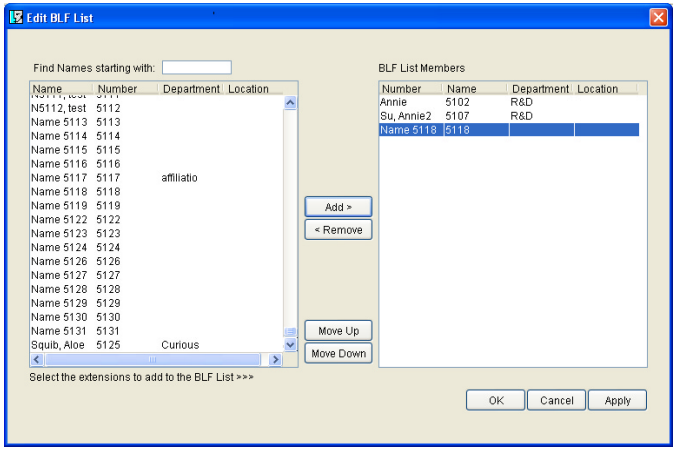
- Dial the extension using any of the above methods, then press **Release**.

Editing the BLF List

BLF lists are either *local* or *shared*. A local list is stored on the console PC for use from that console only. A shared list is kept on the network where other consoles can access it. All console operators can edit a shared list. The changes made at one console appear in all the others. Only one operator at a time can edit the list. The operator making changes sees them immediately; the other operators only see them when they re-enter the Busy Lamp Field area.

To edit the BLF list

- Select **Edit BLF List** on the **Tools** menu. The following dialog box appears:



On the left are the extensions and lines available for monitoring. If an extension or line you are required to monitor is missing, contact your system administrator to have it added.

To add, remove, or reposition entries in the BLF List

1. Select the entry.

   To select consecutive entries, click the first one, press and hold down **SHIFT**, and then click the last one.

   To search for an entry, type all or part of the name in the **Find Names starting with** box.

2. Do any of the following:

   Click **Add** to add the selection to the BLF list, or **Remove** to delete it.

   Click **Move Up** or **Move Down** repeatedly until the selection is in the desired position.

   To quickly move an entry, hold the mouse button down on the **Move Up** or **Move Down** button.

3. Click **OK**.

Questions about the Busy Lamp Field

What does the icon mean?

When it appears next to an extension, it means that the extension is designated as private. Attendants see the number of the extension on their screens; other extension users see only the user's name (if available) on their display. You may not want to give out any information to callers about the status of locked extensions.

What do the icons in the column mean?

These icons appear beside extensions. They indicate the following states:

	idle phone, Do Not Disturb* off
	idle phone, Do Not Disturb* on
	ringing phone, Do Not Disturb* off
	ringing phone, Do Not Disturb* on
	busy phone, Do Not Disturb* off
	busy phone, Do Not Disturb* on
Blank (no icon)	Not monitored or cannot be monitored. The absence of icons next to all the BLF entries indicates that the console has lost connection with the 3300 ICP or has failed over to a secondary 3300 ICP. The column header icon ( ) also dims when there a loss of connection or a fail-over.

* Do Not Disturb applies to extensions only.

Call Answering Priority

The console is usually set up to answer incoming calls on a 'first-come, first-served' basis. When you press the **Answer** key with multiple calls waiting, the call that has been waiting longest will be answered first. Alternatively, you can assign priorities to calls based on their destination. For example, you might give higher priority to calls to your company's main listed directory number (LDN) than to "Dial 0" calls (i.e., internal calls to the console). Your communications department will tell you which type of call it prefers you to answer first.

Note: The **Answer** key has a hierarchy when the console is set up to answer calls on a first-come, first-served basis: recalls are answered first, followed by other calls in order of arrival. If more than one call is waiting at a particular softkey, they will be answered on a "first-come, first-served" basis.

To specify which calls are answered first

1. Choose **Options** on the **Tools** menu.
2. Click **Answer Priority**.
3. Do one of the following:
   - To answer calls on a first-come, first-served basis, select **First-Come, First-Served**.
   - To prioritize calls by line, select **Assigned line priorities** and then enter a number from 1 to 7 for each line. The lower the number the higher the priority.
4. Click **Apply** or **OK**.

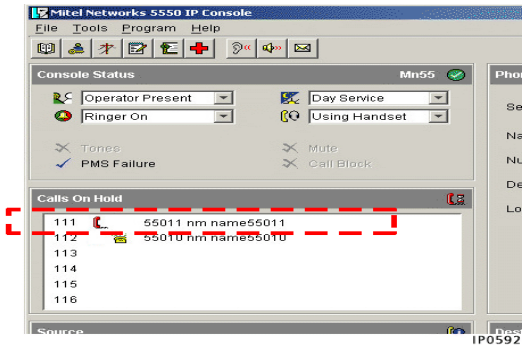
Call Park

Provided the appropriate access code is programmed into the system, this feature allows an extension user to retrieve a call that you put on hold, by dialing the Call Park - Remote Retrieve access code, followed by the console identity number and the hold position number displayed on your screen.

To park a call for retrieval by an extension user

1. Put a call on hold (see Holding and Retrieving Calls on page 19).

   The screen displays the call in the first available Hold position—for example,



2. Page the requested party, informing him or her of the hold position number.

   In the example above, assuming that the caller on Trunk 25 (hold position 2) wants to talk to Mr. Smith, and that the Call Park - Remote Retrieve Code is 69, you could page Mr. Smith in the following manner: "Mr. Smith, please dial 69 152."

   The called party can then retrieve the call by dialing the Call Park - Remote Retrieve access code (69 in the example), followed by the two-digit console identity number (15 in the example), and the hold position number (2 in the example).

   When the called party retrieves the call, the call is removed from the hold position on your screen.

   Up to six calls can be parked at the console at any one time.

Questions about Call Park

What happens if the called party does not retrieve the call?

After a predetermined period of time, the call will automatically recall your console.

What happens if I change the status of the console to "Operator Absent" while I have parked calls?

The parked call will remain in the attendant hold position for the same predetermined period of time. This allows system users to retrieve calls parked at a console whose attendant just left. After the predetermined period of time, all parked calls (external and internal) are automatically routed to a programmed answering point.

Call Waiting Threshold / Screen Pop

To reduce call-waiting times, your system may be programmed to present incoming calls to other consoles or answering positions. If your system is programmed this way, you can specify the number of calls that must be waiting before the system presents them to your console.

Screen Pop is a feature that, when enabled, allows you to minimize the console window and have it 'pop up' when a call exceeding the Call Waiting Threshold arrives.

To set the call waiting threshold

1. Choose **Options** on the **Tools** menu.
2. Click **Miscellaneous**.
3. Enter a number in the **Call Waiting Threshold** box.

To enable or disable the Screen Pop feature

1. Choose **Options** on the **Tools** menu.
2. Click **Attributes**.
3. Click **Yes** to enable Screen Pop or **No** to disable it.

Cancel Call Forwarding

Call Forwarding lets an extension user route some or all calls to other extensions. You can cancel Call Forwarding on behalf of individual extension users, or for all extensions in the system.

To cancel all types of Call Forwarding for a single extension

1. Select **Cancel All CFWD** on the **Program** menu.
2. Enter the extension number using the computer keyboard.
3. Click **Yes**.

To cancel Call Forward - Follow Me for a single extension

You can cancel Call Forward - Follow Me on an extension and leave the other types of Call Forward (Busy and No Answer) alone.

1. Select **Cancel Station CFFM** on the **Program** menu.
2. Enter the extension number using the computer keyboard.
3. Click **Yes**.

To cancel all Call Forwarding for all extension users

1. Select **Cancel All CFWD** on the **Program** menu.
2. Click **Yes**.
3. Click **Yes** again to confirm the cancelling.

Clear All Features

From your console you can disable features activated on any extension in the system.

These are the features you can clear:

- All Call Forwarding
- Do Not Disturb
- Callbacks to other users
- Advisory Messages
- Auto-answer
- Timed Reminder

To cancel all features on an extension

1. Select **Cancel Station Features** on the **Program** menu.
2. Enter the extension number using the computer keyboard.
3. Click **Yes**.

Questions about Clear All Features

Will using Clear All Features on an extension have any effect on Messages or Callbacks set on that extension by other users?

No, it only affects features activated by the extension user. Any Message notifications or Callbacks set on the extension by others will still be in place. Similarly, Clear All Features will have no effect on the station user's Account Codes or Class of Service.

Customize the Call On Hold Display

The Call On Hold area has several columns of optional information, not all of which you may need to see. You can customize this area to suit your needs by:

- deleting and restoring columns
- resizing columns to show more or less information

The ID column and those with icons as heading labels (Hold Order, Private and BLF Status) cannot be resized. All columns are removable except for the ID column; it and at least one other column must stay displayed.

To delete an unwanted column

1. Right-click the column header that you want to remove.
2. Click **Remove This Column** on the pop-up menu.

To restore a previously deleted column

1. Right-click any column header.
2. Click **Select Fields** on the pop-up menu. The Field Selection dialog box is displayed.
3. Check off the columns that you want to have displayed.
4. Click OK.

Any columns that were previously hidden return to their fixed positions and default widths.

To resize or rearrange columns

- Use the mouse and cursor to drag and drop columns, or to widen or narrow them as required.

Data Calls

You may be asked to connect an outside caller to a data connection for data communications.

To connect a caller to a modem

1. Advise caller to switch local modem to “Data” when they hear the high-pitched modem tone.
2. Dial the modem number.

   ‘Modem Call’ appears in status area.
3. Dial the destination data terminal number.

   ‘Ringing’, and then ‘Connected’ appear in the *Destination* area to confirm that you are connected.
4. Listen for the high-pitched modem tone.
5. Press **Release** to connect the caller to the modem.

If the number is busy or there is no answer, press **Cancel** to return to the caller in the *Source* area.

To set up a local Associated Data Linecall

1. Dial the Associated Data Line code.

   If you hear silence, continue.

   If you hear busy tone, the Associated Data Line is in use, or is not ready.
2. Dial the destination data terminal number.

   ‘Ringing’, then ‘Connected’ appear in *Destination*. Listen for Connect Tone.
3. Press **Release**.

   Your data line is connected.

To set up an Associated Data Line Call to a remote facility

1. Dial the Data Access Code.

   If you hear silence, continue.
2. Dial the modem hunt group number.

   'Modem Call' appears in status area.
3. Dial the remote data facility number.

   'Seized', and then 'Connected' appear in *Destination*.
4. Listen for Connect Tone.
5. Press **Release**.

Note: For faster dialing using Phone Book, ask your communications department to add frequently dialed data numbers to the system directory.

Day and Night Service

Office telephone systems are typically placed in Night Service after regular hours, or whenever the last available console is left unattended.

Calls then ring alternate answering points—either designated extensions, or a night bell.

Extension users can dial the Trunk Answer From Any Station (TAFAS) Code to answer incoming calls ringing the night bell.

If the last available attendant console has not processed a call after a programmable time-out period, the system is automatically placed in Night Service 1.

To change the service mode

- Select the appropriate mode from the list in the *Console Status* area.

Note: Contact your communications department for information about where the answer points are and when you should select the different services.

Questions about Day and Night Service

What services are affected by Day or Night Service?

The change from Day to Night service may effect some users depending on their COS and COR. For example, a user might have a COR that allows external calls when the system is in Day service but not when in it is in Night service.

Do Not Disturb (Extensions)

Extension users usually set and cancel Do Not Disturb (DND) on their own phones but you may be asked to do it for them. When set, DND prevents calls from ringing the extension.

To set up Do Not Disturb on behalf of an extension user

1. Select **Set Station DND** on the **Program** menu.
2. Enter the extension number using the computer keyboard.
3. Click **Yes**.

To cancel Do Not Disturb on behalf of an extension user

1. Select **Cancel Station DND** on the **Program** menu.
2. Enter the extension number using the computer keyboard.
3. Click **Yes**.

To cancel Do Not Disturb for all extensions

1. Select **Cancel All DND** on the **Program** menu.
2. Click **Yes**.
3. Click **Yes** again to confirm the cancellation.

Questions about Do Not Disturb

Why would an extension user want to use Do Not Disturb?

Do Not Disturb prevents most calls from ringing the extension. Only recalls, overrides, and special trunks dialing in directly to the extension will ring it. If extension users want protection from tone intrusion (for instance, during a data call) they should use Call Privacy instead.

What kind of tones does another extension user or attendant get when calling an extension that has Do Not Disturb set?

They hear slow busy signal. Anyone who is permitted to override the other extension may then do so.

Emergency Calls

This feature raises an alarm at the console when an extension user places an emergency call and identifies the extension that placed the call. With this information, you can direct emergency services (for example, police or ambulance personnel) to the location from which the call was placed.

When an emergency call alarm is raised, the console rings and displays **EMERGENCY CALL**. The emergency call goes directly to emergency services; therefore, the attendant does not have an opportunity to verbally communicate with the person who initiated the emergency call.

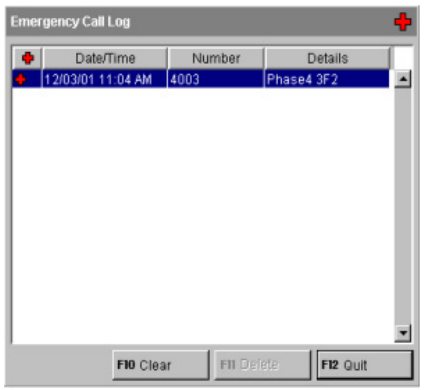
To read an Emergency Call

1. Click on the toolbar.

   - or -

   Click **Tools**, and then click **Emergency Call Log**.

   The **Emergency Call Log** window displays:



   If emergency calls were previously cleared, they will appear in the **Emergency Call Log**, with the most recent call listed first.

2. Click **Clear** to acknowledge the call. **EMERGENCY CALL** disappears when the last outstanding emergency call has been cleared.

Note: Only one person can view the emergency call at a time.

To delete an Emergency Call

1. In the **Emergency Call Log**, select the cleared emergency call you wish to delete.
2. Click **Delete**.

Note: Only cleared logs can be deleted. The 3300 ICP will retain all Emergency Call Logs.

To close the Emergency Call Log

- Click **Quit**.

Note: Once you exit the 5550 IP Console, all logs are discarded from the **Emergency Call Log**; however, the logs can be retrieved through the 3300 ICP.

Questions about Emergency Calls

What does the icon on the toolbar mean?

It is the Emergency Call Log icon. To view the calls listed in the Emergency Call Log, click the icon once.

What does the icon in the Emergency Call Log mean?

Emergency calls appear in the Emergency Call Log, with the most recent call listed first. A current emergency call is marked with the icon, while previous emergency calls are not marked with the icon; therefore, only emergency calls marked with the icon can be cleared.

Sometimes I cannot view the current emergency Call details—why?

Only one person can view the current emergency call details at a time. Other attendants receive "Emergency Call Displayed by <extension>" in the response area at the bottom of their application. If another attendant is viewing the current emergency call details, you can still access locally cleared emergency call information, but you cannot access or clear the current call.

Sometimes the Emergency Call Log disappears —why

If you do not click Clear approximately 60 seconds after receiving the emergency call, the log reverts to Phone Book so another attendant can view the current emergency call details.

If another attendant doesn't acknowledge the emergency call, click the icon again to open the Emergency Call Log.

Feature Access Codes

To use the **Recover** and **Voicemail** keys on the console keypad, your console must be programmed with the correct access codes.

To program the Recover and Voicemail access codes

1. Choose **Options** on the **Tools** menu.
2. Click **Miscellaneous**.
3. Type the access codes in the appropriate boxes.
4. Click **Apply** or **OK**.

Firmkey Programming

You can reprogram the top two rows of keys on the console keypad with other features or remove a feature from a key if the feature is unavailable.

To program features to keys

1. Choose **Options** on the **Tools** menu.
2. Click **Keypad**.
3. Using the right mouse button, click on the key that you want to program.

   A list of features appears.
4. Select the feature you want to assign to the key.
5. Repeat steps 3 and 4 to program other keys.
6. Click **Apply** or **OK**.

To restore the original key programming

- Click **Restore Defaults**.

One Button to Voice Mail

You can program the **Voicemail** key on the console keypad for one-button transfers to voice mail.

1. Choose **Options** on the **Tools** menu.
2. Click **Voice Mail**.
3. Under **Voice Mail System Number**, enter the digits required to access your Voice Mail system.
4. Under **One Button to Voice Mail**, enter the following information:
   - Amount of delay (i.e. milliseconds) between the console sending the Voice Mail system number and the Voice Mail system responding. To ensure the system is ready to answer the call, a **delay between Voice Mail system answer and console sending digits** is required. The default is 1000 milliseconds.
   - Digit(s) required to trigger **the Voice Mail system to prompt for a Voice Mail box number**. The default key is the pound key (**#**).
   - Amount (i.e. milliseconds) of **delay prior to sending the Voice Mail box number**. The default is 1000 milliseconds.

Message Waiting

You can set (activate) a message waiting indicator on an extension, to notify the user that you have a message for him or her. You can also check whether an extension has a message waiting and clear the message waiting indication.

If a dialed extension is busy, unanswered or has activated Do Not Disturb

1. Press **[Source]** and take the message.
2. Press **Message**.
3. Press **[Set MSG Waiting]**.
4. You can then,
   - press **Cancel** to return to the call in *Source* (if necessary), and then
   - press **Release** to release the call in *Source*.

To set message waiting if you are not currently connected or trying to connect with an extension

1. Press **Message**.
2. Press **[Set MSG Waiting]**.
3. Dial extension number.

To cancel a Message Waiting indication

You can cancel a message waiting indication whether you are connected to the extension or not.

1. Press **Message**.
2. Press **[Clear MSG Waiting]**.
3. Dial the extension number (if not connected to the extension).

To check whether an extension has a message waiting

1. Press **Message**.
2. Press **[Check MSG Waiting]**.
3. Dial extension number.

The words “MSG Waiting ON” appear in the Destination area if the extension has a message waiting.

Questions About Message Waiting

How do extension users know there is a message waiting for them?

The indication depends on the type of telephone. A user with a standard telephone hears Message Waiting Tone upon lifting the handset. (If the user's phone has a message lamp, the light flashes). The LCD display on phones so equipped, shows a message waiting indication in addition to the tone.

When should I cancel Message Waiting notifications?

You can do it whenever it is convenient for you; however, it saves time and effort to do so at the same time as you deliver the message to the extension user.

While you are delivering the message to the extension,

1. Press **Message**.
2. Press **[Clear MSG Waiting]**.
3. Press **Release** when you finish the call.

Operator Absent/Present Status

You can change the Operator status to Absent when you plan to be away from your desk and do not want calls sent to your console. All new and waiting calls will ring another destination determined by system programming.

To change the Operator Present/Absent status

- Select the state you want from the list in the Console Status area.

If you are the only Attendant on the system and you attempt to change the console status to Absent, a warning message will appear on your screen: 'Absent Feature Disallowed for Last Attendant. Select Night Service.' For more information about Night Service, see page 32.

Note: Unplugging the handset or headset will automatically change the Attendant Status to Absent. See Unplugging Handset or Headset on page 9 for more information.

Questions about Operator Absent/Present Status

What happens to my calls when I activateOperator Absent?

All new and waiting calls to your console are automatically rerouted to programmed destinations. Calls that you may have put on hold will time-out and either be given reorder tone or redirected to the programmed destination. However, you can still originate calls.

Note: If a console has not processed a call after a programmable time-out period, the console status automatically changes to Operator Absent.

Override

You can interrupt a busy extension or intrude on a busy outside line.

To intrude on a busy extension

1. Press **[Override]**.

   All parties in the conversation hear Override Tone (a brief tone every six seconds) for as long as you are connected to the call.

   Everything you say is overheard by all connected parties.

   The message 'Feature not allowed' appears if your Class of Service does not allow you to override the extension.
2. After the override, you may,
   - press **Release** to disconnect the console from the call.

   Or
   - press **Cancel** to reconnect to the call in Source and disconnect from the call in Destination.

To intrude on a busy trunk (outside line)

1. Dial Individual Trunk Access Code.
2. Dial trunk number.

   For a list of trunk numbers, use the Trunk Group Status Display-feature described on page 41.
3. Press **[Override]**.

   The callers hear Override Tone as long as you are connected to the call. When they hang up, the line is available for your use.

Paging

If your system has paging equipment, you can use it to make announcements to one or more areas or “zones.”

Use the Paging Zones table in the Reference section to record the location of the paging zones.

To make a page

The *Source* and *Destination* areas of your screen must be clear.

1. Press **Pager**.

   If you have only one paging zone, you will be immediately connected to the pager.
2. Make your announcement.

If you have more than one paging zone

- After pressing **Pager**, dial the 2-digit Paging Zone Code—(01-15) or 00 for all zones.

  Listen for a long beep. Once you are connected to the paging circuit, one of these messages appears on your screen:

  ‘Page Zone Busy’ — someone else is accessing the paging equipment. Try again later, or press **[Override]** (if this is allowed in either your or the paging unit’s Class of Service) to interrupt the page in progress.

  ‘Page Zone Unassigned’ — you do not have access to that paging zone.

  ‘Connected to Pager’ — you are connected and can make your announcement.

To end a page

- Press **Cancel** or **Release**.

  You are disconnected from the paging equipment.

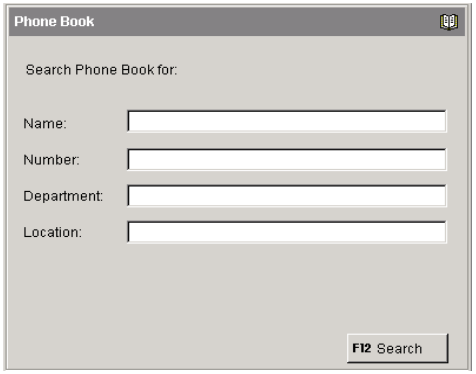
Phone Book

Use the Phone Book to search your system's telephone directory for people and extensions. You can search by entering a person's name, an extension number, a department, or a location. Searching by department is useful when a caller requests to speak to "someone in Sales" rather than a specific person. A location could be a conference room, the lobby of your building, or other place that has a phone. You can also make a call from the Phone Book.

To access your system directory

You can access the directory at any time.

1. Press **Phone Book**.

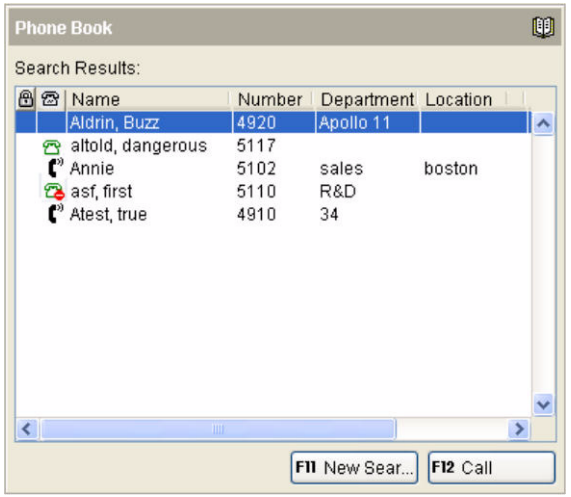


2. Type the person's name or other information in the appropriate boxes. (Use the mouse or the Tab key to move between boxes.)

   Press **Backspace** to erase incorrect keystrokes.

3. Press **[Search]** or ENTER.

   Entries that match what you typed appear in the *Phone Book* area.



4. Use the mouse or the arrow keys or the **PageUp**/**PageDown** keys on the keyboard to scroll through the list until you find the desired entry.
5. Press **[Call]** or ENTER to call the selected entry. You can also double-click the entry to call it.
6. To begin a new search, press **[New Search]**.

Questions about Phone Book

What does the icon mean?

When it appears next to an extension, it means that the extension is designated as private. Attendants see the number of the extension on their screens; other extension users see only the user's name (if available) on their display. You may not want to give out any information to callers about the status of locked extensions.

What do the icons in the column mean?

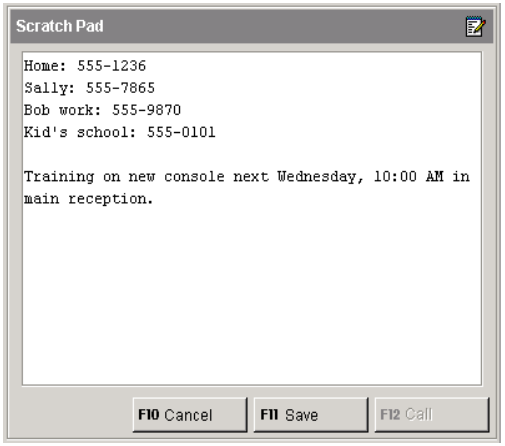
These icons appear beside extensions. They indicate the following states:

	idle phone, Do Not Disturb* off
	idle phone, Do Not Disturb* on
	ringing phone, Do Not Disturb* off
	ringing phone, Do Not Disturb* on
	busy phone, Do Not Disturb* off
	busy phone, Do Not Disturb* on
Blank (no icon)	Not monitored or cannot be monitored. The absence of icons next to all the BLF entries indicates that the console has lost its connection to the 3300 ICP or has failed over to a secondary 3300 ICP. The column header icon ( ) also dims when there a loss of connection or a fail-over.

* Do Not Disturb applies to extensions only.

Scratch Pad

The Scratch Pad is your own personal phone directory and Speed Dial list. Use it to save telephone numbers for faster dialing or to store the names and numbers of callers for future reference.



To enter information into the Scratch Pad

You can use the Scratch Pad while connected to a caller.

1. Press **Scratch Pad**.
2. Type a name, a telephone or extension number, and any other information you want to save.

   Include the Outside Line Access Code for external phone numbers and omit spaces between digits.
3. Press **[Save]** to save the information.

To delete information in the Scratch Pad

- Select the information using the mouse or the arrow keys, and then press **Delete**.

To dial a telephone number in the Scratch Pad

- Select the number you want to dial, and then press **[Call]**.

Serial Call

If a caller wants to talk to several people in a row, use the Serial Call feature. When the first call ends, the caller returns to the console instead of being disconnected. You can then dial the next call. The serial call keeps returning to the console until all the intended calls have been made.

To set up a serial call for a caller in the Source or Destination area:

1. Tell the caller to remain on the line after completing each call.
2. Press **[Set Serial Call]**.
3. Dial an extension number.
4. Press **Release**.

   The console is released from the call. When the extension you dialed hangs up, the Serial Call returns to the console as a Recall (see Recall on page 22).

To cancel a Serial Call

- When the caller has finished the series of calls, press **[Cancel Serial]**.

  If the serial call recalls and no one is there, it means the caller has hung up.

Trunk Group Status Display

Trunk Group Status Display is an optional feature that lets you monitor traffic on the system. During peak traffic periods, some users could experience problems making external calls and may contact you to find out why. The Trunk Group Status Display feature enables you to confirm excessive traffic as the most likely cause. You can then tell users that the situation is temporary and suggest that they try making their calls later.

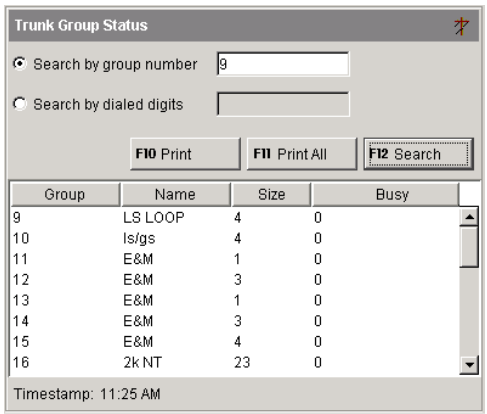
You can display traffic information by specifying trunk group numbers or the digits dialed to access them—for example, the digit 9.

The use of this feature does not disrupt call processing.

To display traffic information by trunk group number

1. Press **Trunk Status**.
2. Select **Search by group number**.
3. Enter the starting trunk group number, and then press **[Search]**.

   The displays show a list of the trunk groups, the number of trunks in each group, and the number of those trunks currently in use —for example,



The **Timestamp** shows the time of your last search.

To display only the information on the trunks that are accessed by dialing a given leading digit string

1. Press **Trunk Status**.
2. Select **Search by dialed digits**.
3. Enter the leading digit string—for example, area code “416.”
4. Press **[Search]**.

Options

After displaying traffic information you can...

- Click **[Print]** to print status information for the displayed trunk groups only.
- Click **[Print All]** to print status information for all trunks groups, including those not displayed.

System Speed Call

Frequently dialed telephone numbers may be saved for you and other extension users for speed dialing. Use the table provided in the Reference section to record the System Speed Call numbers you will most likely need.

- Dial the System Speed Call Number.

  The stored telephone number is dialed automatically.

Notes:

- If you find that you are frequently dialing the same numbers, add them to your personal Speed Call list in the Scratch Pad. For more information, see page 40. You can also use the Bulletin Board to store speed call numbers for use by all attendants. For more information, see page 25.
- Programming system speed call numbers is done by your communications department and cannot be done from the console.

Tone Signaling

You may have noticed that when you dial a number at your console, you don't hear any of the tones or pulses normally associated with telephones. This is because your console 'communicates' with the rest of your telephone system with different types of signals. However, there are times when you need to send tones in order to complete your call. Typically, special services such as voicemail require passwords or other information in the form of tones before allowing access.

To generate tones

Once the connection is made and you are prompted to enter digits:

1. Press **Tones**.

   The *Tones* indicator in the *Console Status* area appears dimmed when tone signaling is turned off.
2. Dial the code.

To turn off tone signaling

- Press **Release**

  to disconnect your console from the call. Tone signaling stops automatically.

  Or
- Press **Tones** again to turn off the tones.

Hotel/Motel Features

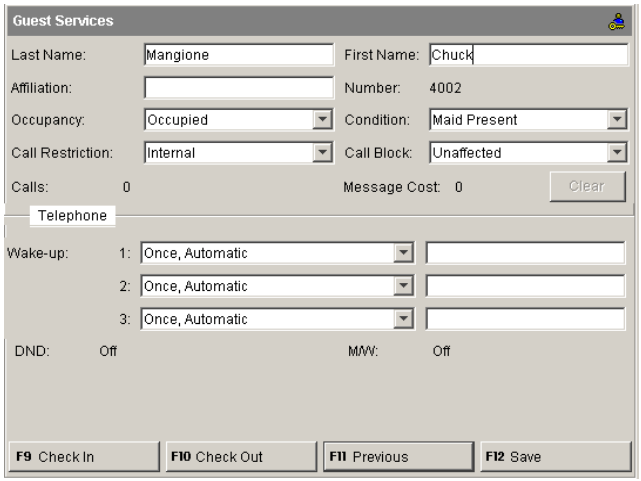
Displaying and Changing Room Information

Room information includes guest name, room occupancy and condition status (Vacant, Clean, Out of Service, etc.), outgoing call charges and restrictions, and the status of message waiting, wake-up call, and other guest services.

To display, enter, or change room information

You can display, change, or enter new room information while the console is idle, or when you are on a call to the room.

1. Press **Guest Service**, or if you are already on a call to the room, press the **[Guest Service]** softkey.
2. Enter the room extension using the computer keyboard (not necessary if you are already on a call to the room). The display shows, for example:



In this example, John Smith from Mitel Corp is checked into room 4002, allowed to make long distance calls, has a message waiting and a wake-up call for 7:30 AM. The room is occupied and clean and is unaffected by Call Blocking.

Note: The information displayed is different depending on whether the console is connected to a room or a suite — see, *About Suite Services* below for details.

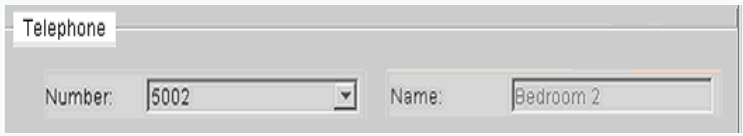
3. Make the required changes (if any), and then press **[Save]** to save them.

About Suite Services

Suite Services provides optional Shared Telephone Service (STS) to all phones in interconnected hotel/motel rooms or suites. When STS is operating for a particular suite, calls to the suite ring all phones. Wake-up calls, Message Waiting, Do Not Disturb and Call Blocking also apply the same to all phones. When operating without STS, each phone acts independently allowing, for example, guests in a two-bedroom suite to set separate wake-up calls.

How can you tell whether the console is connected to a room or a suite and whether STS is operating?

When connected to a suite with STS operating, the Telephone section of the Guest Services screen will show the number and name of the calling or answering extension as follows:



The upper part of the Guest Services screen will show the primary suite number-that is, the number used to call the suite and for check-in and check-out

If STS is not operating, the Number box in the Telephone section is activated, allowing you to select a phone and set up a wake-up call for it.

Options

After displaying the room information, you can...

- Enter or change the name of the guest and the company or group he or she is affiliated with. The guest's name can have a maximum of 20 characters.
- Check the guest in or out (see page 49).
- Change the room's occupancy or condition status (see page 49).
- Enter, change, or clear the wake-up call time (see page 49).
- Set or change outgoing call restrictions (see page 50).
- Allow or block room-to-room calling (see page 51).
- Clear the Message Cost and information for calls placed from the room (see page 52).

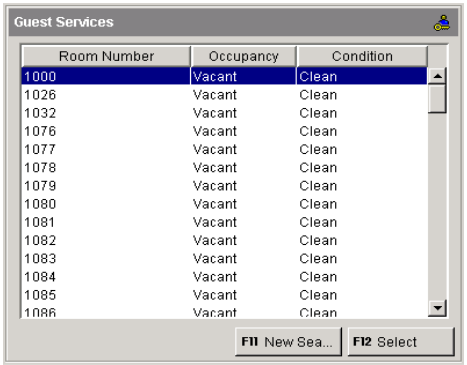
Note: Guest Services shows only whether Do Not Disturb (DND) or Message Waiting (MW) are on or off. For information on changing the status of these features, see page 33 and 36.

Searching for Rooms

You can search for a room using the occupancy and condition states as search parameters. This enables you to find, for example, all rooms that are vacant and clean or that have maids in them. You can also search using a guest's last name to determine which room they are in.

To search for rooms

1. Press **Guest Service**.
2. Do one of the following:
   - To display information for a specific room, use the computer keyboard to type the room number in the **Room Number** box.
   - To find rooms by occupancy and condition status, click **Room Status**, and then select states from the **Occupancy** and **Condition** lists.
   - To begin searching from a particular room, type the number of the room in the **Starting at room** box.
   - To find a guest's room, click **Last Name of Guest**, and then type the guest's last name.
3. Press **[Search]**.



4. To view information for a room in the list, click to select it and then press **[Select]**. Use the arrow keys or the **Page Up** and **Page Down** keys to scroll through the rooms.

If a printer is attached to the console, you can print the occupancy and condition status for all rooms in the hotel or motel. For more information, see Printing Reports on page 52.

Changing Room Occupancy and Condition Status

The room occupancy and condition states are as follows:

Occupancy	Condition
Vacant Occupied Reserved	Clean Not Clean Maid Present (see note) To Be Inspected Out of Service

Note: The Maid status can also be changed from the room by dialing a code.

To change a room's occupancy and condition status

1. Press **Guest Service**, or if you are already on a call to the room, press the **[Guest Service]** softkey.
2. Enter the room extension using the computer keyboard (not necessary if you are already on a call to the room).
3. Press **[Search]**.
4. Select the desired states from the *Occupancy* and *Condition* lists.
5. Press **[Save]** to save the changes.

Note: Depending on system programming, all 'occupied and clean' rooms may automatically change to 'occupied and not clean' at a specified time each day.

Checking-In/Checking-Out

Checking in a guest changes the status of a room to Occupied; checking out changes the room to Vacant. Both check-in and check-out clear the guest name, affiliation and wake-up time (if set). The Call Block and Call Restriction settings for the room are also reset to values specified by system programming.

To check in or check out a guest

1. Press **Guest Service**, or if you are already on a call to the room, press the **[Guest Service]** softkey.
2. Enter the room extension using the computer keyboard (not necessary if you are already on a call to the room).
3. Press **[Check-In]** or **[Check-Out]**.
4. Press **[Save]** to save the changes.

   To cancel changes you made and return to the previous screen, press **[Previous]**.

Setting and Clearing Wake-up Calls

Both you and the guest can set, change, and cancel wake-up calls for a guestroom. The system does not distinguish whether a wake-up call is set, changed, or canceled from the console or guestroom telephone. So, for example, a guest can cancel a wake-up call that you set and vice-versa.

Wake-up calls can be set to occur up to three times a day with or without daily repetition. For each wake-up, you can specify whether the call is made by the system (an *Automatic* wake-up) or the attendant or other hotel employee (a *Personal* wake-up).

To set, change, or cancel a wake-up time while viewing the guestroom's information

1. For each wake-up call that you want to set up, specify the frequency (once or daily) and method (automatically by the system or personally by a hotel employee) of delivery.
2. Click in the *Wake-up* box, and then type the hour and minutes in 24-hour format. You must enter four digits—for example 0630 for 6:30 AM (or 1830 for 6:30 PM)

   To cancel a wake-up call, delete the time from the **Wake-up** box.
3. Press **[Save]** to save the changes.

To set, change, or cancel a wake-up time when NOT viewing the guest room's information

1. Press **Guest Service**.
2. Enter the room number using the computer keyboard.
3. Follow steps 1 and 2 from the previous procedure.

Notes:

- If the guest fails to answer the wake-up call, the system will ring the room up to four more times at intervals of two to seven minutes. If the guest still does not answer, the wake-up call could be routed to the console.
- Some display phones can set their own timed reminder. The above procedures will also clear or change a reminder already set by the user.
- If a printer is attached to the console, a report may print each time you set, change, or cancel a wake-up call.

Setting Call Restrictions

You can control the type of telephone calls that guests can place from the phones in their rooms. There are three levels of call restriction: Internal, Local, and Long Distance.

The system provides three more levels (labeled Option 1, 2, and 3) that can be used to impose special call restrictions. Ask your communications department for instructions about the use of these restrictions.

To set or remove call restrictions for a room

1. Press **Guest Service**, or if you are already on a call to the room, press the **[Guest Service]** softkey.
2. Enter the room extension using the computer keyboard (not necessary if you are already on a call to the room).
3. Press **[Search]**.
4. In the *Call Restriction* list, select one of the following:
   - **Internal** to allow internal calls only.
   - **Local** to allow internal and local calls.
   - **Long Distance** to allow internal, local, and long distance calls.
   - **Option 1**, **Option 2**, **Option 3** to impose special call restrictions determined by system programming.

Note: Your system may be programmed to automatically change call restrictions for rooms at check-in and check-out time.

Blocking Room-to-Room Calls

Call Blocking stops guests from placing calls to other rooms. You can control when Clock Blocking takes effect and the rooms affected by it.

To control whether Call Blocking affects a room

1. Press **Guest Service**, or if you are already on a call to the room, press the **[Guest Service]** softkey.
2. Enter the room extension using the computer keyboard (not necessary if you are already on a call to the room).
3. Press **[Search]**.
4. In the *Call Block* list, select the option you want.
5. Press **[Save]**.

To turn Call Blocking on or off for the entire system

1. Select **Guest Services** on the **Tools** menu.
2. Select **Toggle Call Block**.

   The *Call Block* indicator in the *Console Status* area appear dimmed when Call Blocking is turned off.

Note: Your system may be programmed to turn Call Blocking on and off for all affected rooms at certain times of the day and for individual rooms at check-in/check-out time.

Monitoring Guest Rooms

Guests can use their room phone as a listening device to monitor their room from a remote station. The remote station can be an attendant console, an extension, or an outside phone calling into the system on a special line (i.e., a DISA trunk).

To use the console to listen in on a room that has room monitoring activated

You can only monitor a room from an idle console.

1. Select **Guest Services** on the **Tools** menu.
2. Select **Room Monitor**.
3. Dial the room number using the console keypad.
4. Listen for three short beeps followed by audio from the room.

   If room monitoring is not activated on the room phone, you will hear reorder tone or a beep.

   If you see 'Monitor Busy,' then another extension is already monitoring the room.

   If you see 'Class Restricted' or 'Access Disallowed,' then the room cannot be monitored because of restrictions on the console or the room phone.

To disconnect the console from the room

- Press **Cancel** or **Release**.

Clearing the Message Register

The message register is a record of the number and cost of all external calls placed from a guest room telephone. The system uses meter pulses received from the local telephone company to calculate costs. If pulses are not received, then only the number of external calls are counted.

A guest's message register is automatically cleared when the guest is checked out. If a guest prefers to pay for calls on a daily basis, you can manually clear the register after each payment is made.

To display or clear a room's message register

1. Press **Guest Service**, or if you are already on a call to the room, press the **[Guest Service]** softkey.
2. Use the computer keyboard to type the room number in the **Room Number** box (not necessary if you are already on a call to the room).

   The *Message Cost* and *Calls* fields show the total cost and number of all external calls placed from the room.
3. Click **Clear** to erase the *Message Cost* and *Calls* totals.

If a printer is attached to the console, a report may print showing the contents of the register before it was cleared.

Printing Reports

If a printer is connected to the console, you can request printed reports of message registers, room status and automatic wake-up calls. Some reports print automatically. For example, whenever a wake-up call is set, changed, or canceled, a record of the event is printed.

To print a report

- On the **Tools** menu, select **Guest Services** followed by the command that corresponds to the report that you want to print.

Reference

Alarms

Your telephone system uses automatic monitoring and fault diagnosis to check the system for faults.

An alarm status appearing in the upper-right corner of the screen notifies you when a fault occurs. When there are no faults, this area is blank. If a critical alarm occurs, you'll hear a recurring beep.

The alarm display is cleared automatically when the fault is corrected.

Alarm types

There are three classes of alarms: Minor, Major and Critical.

MINOR

There is a minor alarm within the telephone system, which probably does not affect the telephone users.

MAJOR

An alarm affecting service has occurred, but calls can still be made. Contact your communications department.

CRITICAL

The telephone system is not providing normal service and should automatically switch itself to System Fail Transfer Mode (if this is available on your system). You MUST contact your communications department.

Greetings

Record your company's preferred greetings for each of the following situations.

Calls on Outside Lines	
Calls On Inside Lines	
Recalls	
Calls Camped on to a Line	
Taking Messages	

Rerouted Calls

Some users may decide to reroute their calls to your console, or the system may be programmed to reroute certain types of calls or all calls made at given times to your console.

The calls that are rerouted to your console may be one of four types:

- Calls a user has forwarded (Follow Me, Busy or No Answer).
- Calls to a given number rerouted by system programming.
- Calls on certain trunks if incoming calls on certain trunks are always “transferred” to your console.
- If the user dials a number that is rejected by the system for any reason, Intercept Handling may be programmed to reroute the call to your console.

Call Forwarding

When a user has forwarded his or her calls to your console, incoming calls to that extension will ring your console. When you answer, the called party information will appear in the *Destination* area.

Note that the *Destination* area displays the name of the called party, the called party’s number, and the type of Call Forwarding that the called party programmed and that caused the call to be rerouted to your console (Follow Me, Busy or No Answer).

Also, two softkeys are always available in this situation: **[Set Serial Call]** and **[Redial Dest]**. Pressing **[Redial Dest]** will automatically redial the called party, overriding the Call Forwarding to your console.

System Rerouting

When the system is programmed to redirect calls to an extension to your console at all times, the message “Call Forward - Always Reroute” appears in the *Destination* area, below the user’s name and extension number.

Transferred Calls

If you transfer an incoming call to an extension, and the extension user transfers the call back to your console, the message “Transferred” appears in the *Destination* area.

Intercept Handling

When a user dials a number that the system rejects, the call is rerouted to your console. When you answer, the appropriate Intercept Handling message displays in the *Destination* area. See System Messages on page 62 for information about the messages that may display in that situation.

Class of Restriction

Each extension and trunk in the system is assigned a Class of Restriction. As its name implies, a Class of Restriction (COR) may restrict an extension (or a trunk) from accessing an external route at a given time.

The extension's COR is displayed in the *Source* or *Destination* area of the console screen, along with its Class of Service and the other information on the caller.

Here are a few examples on how the Class of Restriction can affect users:

- The extensions with a given COR may not dial outside the system at all, having to ask the assistance of the attendant to do so.
- Extensions with another COR may have to go through the attendant in order to dial long distance.
- Extensions with yet another COR may only dial certain long-distance numbers and at given times of the day.
- Extensions with the least restrictions programmed could dial anywhere at any time.
- The extension's COR may change with Day, Night 1 and Night 2 services.
- Routing may change according to the time of the day and the day of the week, indicating different outside dialing privileges according to the time of dialing.

Class of Service

Not all the features described in this Guide are available on your console or on other extensions.

An extension's Class of Service (COS) appears, with the information about that extension, in the *Source* or *Destination* area of the console screen.

Each COS defines which features an extension or console can activate. The message "Feature not allowed" appears on the console screen when you try to access a feature not allowed in your or the extension's COS.

Here are some examples of how a COS could affect users:

- COS could change depending on whether the system is in Day, Night 1, or Night 2 Service.
- Extensions without an appropriate COS could be denied access to certain features, such as Call Override, Paging Access or Setting Message Waiting Notification.
- You and other extension users may be required to enter an Account Code for additional system access or when you want to use your COS at a different extension.
- Some extension users cannot be overridden.

Feature Access Codes

FEATURE	CODE
Account Code Access	
- Verifiable	
- Non-Verifiable	
Associated Dataline Access	
Loopback	
Call Hold	
- Retrieve	
- Remote - Retrieve	
Callback	
- Cancel	
Call Forward	
- Busy (External)	
- Busy (Internal)	
- Follow Me	
- Follow Me Enchaining	
- I Am Here	
- No Answer (External)	
- No Answer (Internal)	
Call Park Remote Retrieve	
Call Privacy	
Camp-on	
- Retrieve	

FEATURE	CODE
Clear All Features	
- Remote	
Conference	
Do Not Disturb	
- Remote	
- Cancel Remote	
External Line Access	
Forced Release	
Last Number Redial	
Individual Trunk Access	
Message Waiting Inquire	
Message Notification	
- Cancel	
Override	
Paging	
Personal Speed Call	
- Invoke	
- Store	
Pickup	
- Dialed Call	
- Directed Call	
TAFAS -Remote Retrieve	

Glossary

Account Code

A code you dial to access certain system features; to apply your Class of Service (COS) at a different extension; or to associate a caller with an SMDR record for accounting purposes.

ARS - Automatic Route Selection

This is an application that handles long distance call routing automatically.

Broadcast Group

When a line has an appearance on another telephone, it is said to be in a broadcast group. This means that all extensions with that line appearance have access to and may use that line.

Call Privacy (Data Line Security)

A COS feature which prevents an extension from receiving Camp-on Tone -- which could interfere with data transmission.

Camp-on

A feature allowing the system to queue calls directed to a busy extension, then automatically connects the waiting party to the extension when it becomes free. The busy extension user hears Camp-on Tone indicating a call is camped-on. The waiting caller is put on hold and hears music or silence.

Class of Restriction (COR)

Control of a station or trunk's access to trunk circuits. A station may have up to three different CORs specified for Day, Night 1 or Night 2 Service.

Class of Service (COS)

A level of service defined by a specific set of features that controls an extension's access to these features. A station may have up to three different COSs specified for Day, Night 1 or Night 2 Service.

Consultation Hold

A temporary hold applied to a call while an extension or console user activates a feature or makes a call.

Customer Data Entry (CDE)

The entry of programmed data, specific to the customer's requirements. Customer data includes such items as directory information, COS and COR allocations, and trunk data.

Direct Inward Dialing (DID)

This feature allows outside trunks to reach pre-programmed extensions directly, without going through the Attendant console.

Direct Inward System Access (DISA)

A feature which allows callers to dial directly into the telephone system and activate features and facilities.

External Line Access Code

A code which precedes a dialed number to indicate to the telephone system that the telephone number is outside the system.

Firmkeys

Keys on the console keypad that can be programmed to access console features and system services.

Hunt Group

Extensions linked together in a group with a common (pilot) telephone number as well as their own personal extension numbers. Two types of hunting are available with your telephone system: Circular Hunting and Terminal Hunting.

Circular Hunting: A new call to the Hunt Group is directed to the first idle extension found after the extension, which received the last call. This provides equitable call distribution to all the extensions.

Terminal Hunting: Hunting takes place in the order in which the extensions were programmed into the hunt group. It always starts with the first extension in the list and the hunting ends with the first idle extension found.

Line

A telephone communications channel between switching centers or the Central Office and the 3300 ICP.

Night Answer Point(s)

An extension user can answer incoming calls ringing the Night Answer Point by dialing the TAFAS code.

Night Service

A system mode of operation that routes incoming calls to the Night Answer Point(s) when the system is in Night Service and the Attendant consoles are in Absent mode.

Pickup Group

Extensions located in one area, or with similar departmental functions, are often placed in the same answer group.

Recall

A call returns to the console for further handling by the attendant.

SMDR - Station Message Detail Recording

This is an application that automatically logs call information such as “length of call” and “caller extension number”, among other things.

Switchhook Flash

Used by extension users to signal the telephone system that they want to activate a feature.

TAFAS Code

(Trunk Answer From Any Station) A code used to answer calls ringing the Night Answer Point(s).

Trunk

An outside line which links two switching systems. This link can be between one or more private telephone systems and/or between your private system and the public telephone system (Central Office).

Hunt Groups

Dialing a Hunt Group Pilot Number either from the keypad or through the Phone Book feature, connects you to the first available extension in that area. Contact your communications department for more information

Pilot Number	Hunt Group Name	Extensions			

Paging Zones

Use this table to record the paging zones your system uses. Contact your communications department for more information.

Location	Zone Code
All Zones	00
	01
	02
	03
	04
	05
	06
	07
	08
	09
	10
	11
	12
	13
	14
	15

System Speed Call List

Name	Number

System Messages

These messages appear in the various areas of your screen.

Absent Feature Disallowed for Last Attendant.
Select Night Service

As the last or only attendant in the group, you cannot place your console into absent mode.

Access Disallowed

The feature access code you've dialed is not available to an Attendant.

Attendant Gr(oup)

Displayed when one attendant calls another number belonging to one or more attendants.

Broadcast Gr(oup)

Group of extensions sharing the same line. Actually, every line in the system is part of a broadcast group, even if it appears on only one extension (private lines, for example).

Busy

The number you just dialed is busy.

Callback - Recall

The busy extension or trunk you requested the system to monitor is now available.

Callback Queue Full

Your request for a Callback has been denied because of insufficient system resources.

Call Forward - Always Reroute

This extension user has all calls rerouted to you.

Call Forward - Busy

This extension user is busy and has forwarded calls (Call Forward - Call Fwd Busy) to you.

Call Forward - Follow Me

This extension user has all calls forwarded to you (Call Forward - Follow Me).

Call Forward - No Answer

This extension user is not available, and has forwarded calls (Call Forward - No Answer) to you.

Cancel All Features for Station # :

Enter the number of the extension for which you wish to cancel all features.

Cancel CFFM for Station # :

Enter the number of the extension for which you wish to cancel Call Forward- Follow Me.

Cancel Do Not Disturb for All Stations ... Completed

Confirms that the requested action has been taken.

Cancel DND for Station # :

Enter the number of the extension for which you wish to cancel Do Not Disturb.

Cancel Forwarding for All Stations ... Completed

Confirms that the requested action has been taken.

Cancel All CFWD for Station # :

Enter the number of the extension for which you wish to cancel all types of Call Forwarding.

Canceling Do Not Disturb for All Stations

Your request is in progress.

Canceling Forwarding for All Stations

Your request is in progress.

Cannot Activate Feature if a Party in DESTINATION

Release party in DEST and try again.

Cannot Put Connected Party On Consultation Hold

You already have a party on Consultation Hold, and you cannot perform certain functions - for example, activating message waiting for an extension until you clear the destination field.

Check MSG Waiting for Station # :

Enter the number of the station for which you want to check the message waiting notification(s).

Completed

Confirmation message when the number you've entered is valid and the action requested has been taken.

Class Restricted

Your Class of Service does not allow this feature.

Conference

Indication that a conference has been set up or is on hold.

Connected

Confirmation message when your call is connected to a data call.

Connected to Pager

Confirmation message that you have accessed the paging zone and can make your announcement.

COR

Indicates the Class of Restriction applicable to that station or trunk.

COS

Indicates the Class of Service applicable to that station or trunk.

COS Violation

The caller tried to access an unavailable feature. Intercept handling has rerouted the call to your console.

Data Line

Equipment name displayed when a data line is called.

Data Group

Equipment name when a data group is called.

Directory Number Out of Service

The caller has dialed a directory number that does not exist. The call has been rerouted to your console.

Do Not Disturb

The extension user you dialed has activated Do Not Disturb. You cannot call this extension unless you use the override feature.

Error in loading the Busy Lamp Field configuration file.

The file that stores the BLF list entries cannot be accessed. Contact your system administrator.

External

Indicates a call from outside your system (a trunk call).

Feature Activated

A feature such as Do Not Disturb is activated.

Feature Cancelled

A feature such as Do Not Disturb is cancelled.

Feature Not Allowed

There is a restriction preventing you from using this feature, or performing this action.

Guest Service

Part of the Hotel/Motel Feature package. This prompt appears in several attendant mode operations. Pressing it places the console in Guest Service mode immediately.

Headset or handset required for attendant operation

Plug in your headset or handset.

Holding Party Locked Out

You have left the caller on Key hold for too long, and the call is returning to your console.

Hunt Group

Indicates that a station or trunk is a member of a hunt group.

Interconnect Failure

There are local interconnect restrictions which do not allow you to connect the requested devices.

Interconnect Restriction

The caller's extension is programmed with Interconnect Restriction. Intercept Handling has rerouted the call to your console.

Internal

Indicates a call from inside your system.

Invalid Account Code

Verify your Account Code and try again.

Invalid Dialing

Verify what you dialed and try again.

Invalid Number

You attempted to dial an incorrect number. Verify your number and try again.

Invalid Trunk Number

You attempted to select an incorrect or out-of-service trunk.

Language selection option not installed

The language you requested is not installed on your telephone system.

Locked out

Indicates a station which is out of service and cannot be accessed or make a call.

Modem

You are connected to a modem.

Modem Busy

The modem dialed is already busy.

Modem Call

Confirmation message when you dial a modem.

Modem Group

Indicates that the modem you are connected to is in a group of modems.

Modem Out of Service

The modem dialed is out of service and cannot be used at this time.

Monitor Busy

The extension you are trying to monitor is already being monitored from another station.

MSG Waiting

After pressing the **[Check MSG Waiting]** softkey, this indicates that the extension has message(s) waiting.

MSG Waiting OFF

Confirmation that you turned off an extension's message waiting indicator by pressing the **[Clear MSG Waiting]** softkey.

MSG Waiting ON

Confirmation that you turned on an extension's message waiting indicator by pressing the **[Set MSG Waiting]** softkey.

Must CANCEL before dialing

Press **Cancel** on the console keypad, and the try dialing again.

Must Press Retrieve Key then 1 - 6 or * to Retrieve Held Call. Request Ignored.

Try again, but dial the position number of held call (1-6), or dial * (to retrieve the longest held call).

Network

Shows if you have dialed over a MSDN/DPNSS (Digital Private Network Signaling System) line, which connects 3300 ICPs in a private network.

No Answer

There was no answer at the extension called.

No One on Hold at Specified Hold Position

Verify your position number and try again.

Not Ready

The data call cannot be completed at this time. Try again later.

Operator Absent

If you have changed the status of your console to Operator Absent, this message is displayed in the DEST area of the console of another attendant who calls you.

Out of Service

The device you dialed is not in service.

Overriding

Confirmation message when you override a busy party.

Page Zone Busy

The zone number you dialed is busy; dial another zone code, or try again later.

Page Zone Unassigned

Verify the number you dialed. If it still doesn't work, contact your communications department.

Press "Yes" to Confirm Request or "No" to Quit

Press the appropriate softkey.

Recall

A previously extended call has returned to your console after a time-out period.

Recall – Busy

A previously extended call has returned to your console because the extension is busy.

Recall - Busy, Camp-on Not Allowed

There is a restriction preventing you from camping a call on to the requested destination.

Recall – No Answer

A previously extended call has returned to your console because the extension did not answer.

Remove MSG Waiting for Station # :

Enter the number of the extension from which you wish to remove a Message Waiting notification.

Request Denied

Verify what you've just done, and try again.

Ringing

The number you dialed is ringing.

Route

You are calling a route.

Seized

Confirmation message when you access a trunk.

Select Paging Zone

Enter the number of the zone which you wish to access by the Pager.

Selected Operation Not Being Acknowledged. Request is Abandoned

The telephone system is not processing your request. Try again later or verify your operation.

Selected Trunk

Indicates that a particular trunk has been selected for use.

Serial

Indicates a caller who wants to talk to several people in succession.

Serial - Busy

The Serial call has returned to your console because the destination is busy.

Serial - No Answer

The Serial call has returned to your console because the destination did not answer before a predetermined period of time.

Serial - Recall

The Serial call you made was successful.

Set MSG waiting for Station # :

Enter the number of the extension on which you wish to set a Message Waiting notification.

Setup DND for Station # :

Enter the number of the extension for which you wish to set up Do Not Disturb.

SUPERSET x...x

The station in question is a SUPERSET telephone.

5550 IP Console

You are connected to another 5550 IP Console.

System is in Night Service 1

The call has been rerouted because the system is in Night Service 1.

System is in Night Service 2

The call has been rerouted because the system is in Night Service 2.

System Unable to Complete Selected Operation. Please Try Again

The telephone system is not processing your request. Try again later.

Toll Denial - Illegal Dialing

The caller dialed a toll number wrong, and the call has been rerouted to your console.

Toll Denial - Route Restriction

The caller tried to dial a toll number not allowed in his/her Class of Restriction and the call has been rerouted to your console.

Tone Timer Expired

You've been listening to busy or ringing tone for too long and the system has disconnected your call. Cancel the call and try again.

Transferred

The call has been transferred from an internal extension.

Trunk Access Denied

You are not allowed access to the trunk because of your or the trunk's Class of Restriction.

Unable to Setup or Add to Conference

Either:

- there is a restriction in your COS/COR preventing you from setting up a conference;
- you have reached the maximum number of trunks allowed in a conference;
- you have reached the maximum number of conferees allowed in a conference; or
- you cannot have two attendants in a conference.

Unassigned Directory Number

The number you dialed is not recognized by the telephone system. Verify your number and try again.

Wake-up Call Not Acknowledged

Part of the Hotel/Motel Feature package. The guest has not answered the automatic wake-up. (Note: The Hotel/Motel package is an optional feature.)

Wake-up Call - System Error

Part of the Hotel/Motel Feature package. The Wake-up function is not operating properly. Contact your communications department.

You are already using the selected language. Language not changed.

You made a mistake in selecting the language. Repeat the procedure.

Telephone Directory

Name	Number

Trunk Numbers

Use this table to record the trunk numbers your system uses. Contact your communications department for more information about the trunk numbers.

Trunk Number	Use

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